ATG Trouble Shooting

A. DCP PANEL

1. Does the DCP Panel have power?

Lights should be flashing on the LED display of the RTU.

2. Is the top light on the right column of the LED flashing?

This "RUN" light should flash once every second when the system is functioning properly.

3. Is the second light from the top on the right hand column of the LED flashing?

This "communications" light will flash when receiving data and be idle when not transmitting.

4. Is the third light from the top on the right hand column of the LED flashing?

This "I/O" light should toggle with each transaction from an intelligent I/O.

5. Is the fourth light from the top on the right hand column of the LED flashing?

This light should only be on when a non-recoverable error has occurred.

B. ALARMS

6. Do you have a High, Low, High-High, or Low-Low Alarm?

Occurs when the product level moves over the respective set level of the alarm.

7. Do you have a Movement alarm?

Occurs if the tank state is set to "STOP". This is usually an indication and log entry only alarm.

8. Do you have an API error?

Occurs if the transmitted measured value is out of range.

9. Is there an off-line alarm?

The communication between the main computer and the DCP stations is controlled all the time by sending and answering a signal. If the signal is not responded to within a period of time (i.e. 2 min.) for 4 cycles the alarm will be generated. If the communications works again, the message will disappear, but the alarm has to be acknowledged.

10. Do you have an OverRange, UnderRange alarm?

May occur on Input/Output failures. Check cables.

11. Do you have a scan failure?

Occurs if there is a disconnection between the DCP cabinet and the servo gauges or if the gauges are switched off with the fuse.

12. Do you have a Trans Adv SetPt alarm?

Alarm generated if approaching the pre-set Advisory set point. No further action required.

13. Do you have a donator flaw alarm?

Message occurs if the receiver of the tank gauge detects an error at the gauge.

C. MAIN COMPUTER

14. Is the DCP off-line?

a. After switching the system on it takes about 5 minutes until all data are collected from the DCPs. During this period of time no data are indicated unless the menu system is active.
b. Sometimes atmospheric disturbances may occur. These disturbances should not take longer than 5-10 minutes.
c. If the "off-line" alarm is active for more than 15 minutes check the specific DCP station for power supply etc. If all DCPsa are off-line, check the radio at the FCC and at the DCP cabinet for proper operation.

15. Does the system react slowly?

This may occur if too many slaves are logged in via Ethernet.

16. Will the computer not start?

a. Check if a floppy diskette is inserted at the disk drive.

b. Check the LEDs of the front side of the computer to see what lights are flashing and refer to the DCP Panel of this document.
c. The computer may be active. Wait approximately 5 minutes until the program is completely started.
d. Check the screen contents for any failures or alarms. Write down all messages and confirm with the designated button.

D. Measured values for the type I (horizontal) tanks.

17. Does the density value remain unchanged for a long period of time (i.e. 2-3 days)

a. Verify if there is a system failure.
b. The density in horizontal tanks is measured by two probes that are normally 3 feet apart with the longer probe approximately 1 ft. above the tank bottom. If the product level in the tank is below the level of the shorter probe the system displays the last density reading and will remain unchanged until new product is received in sufficient quantities to cover the shorter probe.

18. Is the density reading too high?

a. One of the pressure probes, or the density receiver at the DCP for the respective tanks is broken
b. If a red light is indicated at the front of the receiver then service is required.

19. Is the density reading too low?

This might happen if the probes are not covered by fuel and a power failure occurs. The error should disappear after the refill of the tank.

20. Is the Product Level is too high (STIC Gauge)?

STIC probe is either disconnected from the ENRAF receiver or defective. Check cabling connections.

E. Measured Values for type II (vertical) tanks.

21. Is there an unexpected water level reading?

This could happen after a "water find" command, if something is lying below the Servo gauges installation flange. Raise the displacer and try the measurement again. If water is still indicated then water has probably been introduced into the system.

22. Did the displacer not find the correct level after being raised to the top?

To enable a manual gauging of the tank, the displacer has to be moved to the top of the tank. After release it should return directly to the fuel level. Under special circumstances it may stick at another level indicating an unreasonable fuel level. If this happens repeat the raising of the displacer and again let it seek the product level. Usually some obstruction causes the weight of the displacer to be decreased thereby causing the false reading. If the problem continues check the gauge adapter to ensure no obstruction. Failing that, the gauge should be re-calibrated.

F. Fuels Manager Program

23. Do you have a problem viewing database points in fmOPERATE?

Database may be in SHUTDOWN mode. If the mode is in SHUTDJOWN, the DISCONNECTED alarm message should be flashing in the alarm toolbar. Additionally, the user will not be able to access the database point dialog. To change mode, select system from the fmUSER menu bar and click on Startup Options.

24. Do you have difficulty editing the Database Point?

Database Manager supports simultaneous access to configuration data by multiple users. Database integrity is maintained by locking database points that are currently selected for modification.

If a user attempts to select a point already selected by another user, the system provides a message box explaining why the item is currently unavailable. The message box includes the User Name and Computer System name that currently has access to the database point.

25. Do you have trouble accessing the Remote Database?

Remote databases can be accessed from a user's machine. Multiple databases are connected by Local Area Networks (LAN) allowing redundant database configurations.

If you are denied access, a message appears stating that RPC calls are unavailable. One of two situations may have occurred:

- User does not have an account on the selected computer system
- The computer system is not running FM Monitor.

26. Do you have difficulty in configuring communications?

Communications Manager may be in SHUTDOWN mode. The user will be unable to access the configuration dialog (select Communications and click on Configuration in the fmUSER program).

To change mode, select System from the fmUSER menu bar and click on Startup Options.

27. Are you unable to display 1 of 64 colors?

This notification may appear in fmOPERATE when a non-FuelsManager application is running simultaneously (e.g. Paintbrush, screen saver). FmOPERATE uses its own color palette which consists of 64 colors. Included in this palette are colors reserved for conditions. For example, the flashing yellow color displayed in the Alarm Toolbar is a "conditional" color.

Sometimes when running another application, that application will attempt to replace selected colors in the fmOPERATE program palette. FuelsManager notifies the user of this event by displaying a message. From this message, the user can select one of the following options:

a. Abort Shuts down the fmOPERATE program.
b. Retry Re-maps fmOPERATE's color palette. In this event, the user may want to shut down the other application to ensure that the message does not appear again.
c. Ignore Ignores the message. In this event, one or more colors will be "replaced" by colors from the other application's palette.

NOTE: If one or more colors are "replaced" in fmOPERATE, its color palette can be reestablished by exiting and restarting the fmOPERATE program.

28. Do you have difficulty finding the printer?

The user will not be able to select the printer from inside FuelsManager if the printer has been installed on the network. This situation occurs if FuelsManager is set up as a service. This means that FuelsManager runs automatically upon computer startup.

There is a method to make the printer available. The process involves setting up a "ghost" printer and then connecting to it. Refer to the *Connecting to a Network Printer* section earlier in the chapter for the procedure.

G. Fuels Manager – Reports

29. How do you correct a bad command?

Select Edit from the report Menu bar and click on Undo to undo the last command.

30. What if you get a "display resolution changed" message box?

You will receive this message box if the report was saved at one resolution, then displayed in another. For example, suppose a report was saved at 640 x 480, and then loaded at 1024 x 768. The report then has to be converted to scale objects to the new resolution (See your Windows NT manual for more information).

31. What if your window appears different?

Sometimes the graphic screen needs to be "redrawn". Select Edit from the Report Menu bar and click on Redraw.

32. What if you get a Rep Mgr Printer error message box?

Failed to open Printer Reports Error Code: 1801 Report; will not be printed. Make sure that the correct printer is set up under Print Manager.

33. What if you cannot insert a value in the first row?

When creating summary reports, you can not enter a value in the first row because that row is reserved for labels.

34. What if you cannot delete a value?

An independent variable in a Summary Report may not be deleted. This value is the basis of all selected databases used to gather real-time data for the report. The value can be edited. Refer to the Editing Values section.

35. What if you cannot insert row/column summary item outside table?

Totals and averages can not exist outside a table. They can only be copied and moved within the table.